

PI - Review Policy For Education Versus Recoupment

Purpose:

Provide detailed instructions for determining when to educate a provider and when to seek recoupment for documentation errors or omissions

Identification of Roles:

IME Program Integrity (PI)—identify documentation errors and omissions, send appropriate letter

State Policy – Approve PI determination to educate or seek recoupment

Performance Standards:

None

Path of Business Procedure:

A PI review can be initiated in a variety of ways including quarterly selection through Medicaid Management Information System algorithms, random sample from data warehouse queries or through referrals from internal or external sources. In most cases, medical records are requested from the provider to verify that payment was made correctly and that the provider has the proper documentation to support the services billed.

- Step 1. Request Medical Records from the provider
- Step 2. Review records obtained from the provider to determine if a provider has met or not met the documentation standards outlined in the Iowa Administrative Code or the Provider Manuals.
- Step 3. Determine if an educational or a findings letter requesting recoupment of reimbursement made to the provider. The determination as to whether to educate or recoup is based on whether the error affected the amount paid.
 - a. Some examples or errors that would not affect payment:
 1. Lack of caregivers signature
 2. Lack of caregivers credentials
 3. Lack of all patient identifying information
 4. Not properly completing Consumer Directed Attendant Care daily service logs
 - b. Some examples of errors that would affect payment:
 1. Units billed don't match units documented

2. Procedure billed does not match documentation
3. Billing for services not approved

- Step 4. In a situation where it has been deemed appropriate to educate a provider, a letter detailing the findings quoting the Iowa Administrative Code (IAC) reference not followed is mailed. The provider is then subject to future review to ensure that they have initiated the necessary corrections to conform with the IAC.
- Step 5. If a follow-up review indicates the same issues as were noted in the previous educational letter, PI will issue a findings letter and request recoupment.
- Step 6. All findings whether they are educational or for recoupment purposes are presented and agreed upon by State Policy staff prior to any letters being mailed. State personnel have the final say on whether PI will educate or recoup for the issue discovered.

Forms/Reports:

None

RFP References:

6.1.2.2.6

Interfaces:

Program Integrity
State of Iowa Policy

Attachments:

N/A